



Enterprise IT Services

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- Consistent business processes are the foundation for effective technology implementations.
- Customers' outcomes need to drive technology choices and priorities.
- Large scale transformation must be led from the top.
- Technology is only one part of the equation!

- Standard frameworks used consistently generate predictable results. This is key for large scale transformations.
- Resist the trend towards complexity.
- Customers have high expectations of straightforward technology that just works.
- Don't void the benefits of COTS by customization. Challenge the assumption of "we're unique".

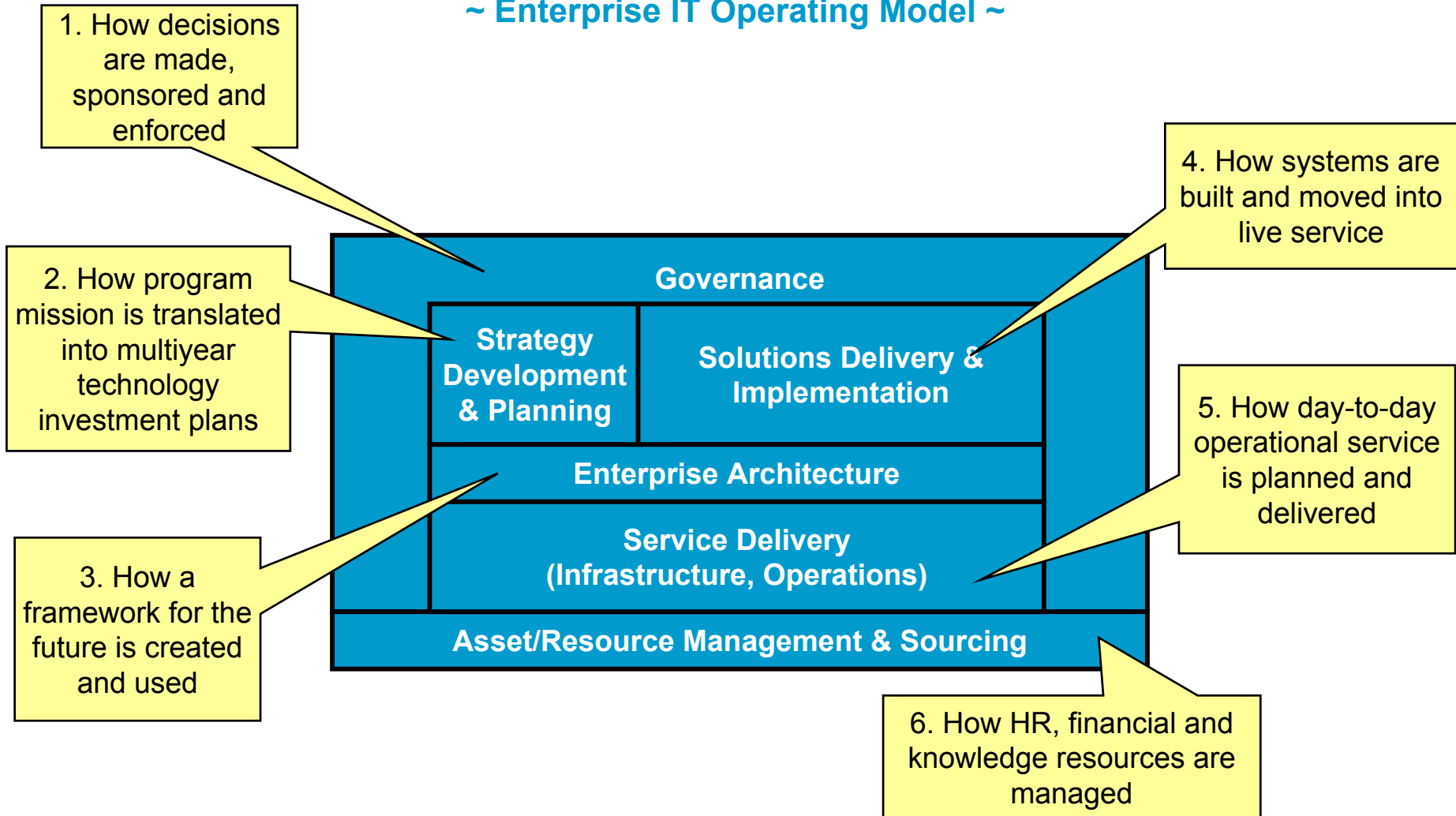
- Execute against a plan of well-defined, phased implementations.
- Open Standards and middleware are the glue that keeps operations running during major technology transitions.
- Share the risks, share the rewards. (Across the enterprise, with employees, with vendors).
Change the culture, change the mindset.

- Open standards create new and unexpected opportunities for interoperability – phase them in (aggressively!).
- Middleware keeps a set of enterprise systems operating while the very systems themselves are transformed or replaced by COTS capabilities.
- A Service Oriented Architecture creates a foundation for continuous technology refresh and new capabilities.

- Core Infrastructure cost savings need to be re-invested into new capabilities that enable long term program goals.
- A strong Governance model is needed to make that happen.
- Define IT Transformation goals and measurements that align with Enterprise Transformation.

The IT Operating Model must scale across the entire Enterprise

~ Enterprise IT Operating Model ~



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